

REQUEST FOR COUNCIL ACTION

15 MEETING 12-15-03 /
DATE:

AGENDA SECTION:		ORIGINATING DEPT:	ITEM NO.
CONSENT AGENDA		PUBLIC WORKS	D-15
ITEM DESCRIPTION:	ZIPS BUS OPERATING POLICIES AND GUIDELINES, REVISED MANUAL		PREPARED BY: S. BEECHAM <i>wk</i>

ZIPS Dial-A-Ride is a public transportation service utilized by eligible disabled and elderly citizens, many of whom are otherwise considered vulnerable adults, and who are not able to negotiate the regular public transit system. For the protection of the ZIPS staff, drivers, and passengers, operating policies and guidelines are published to inform any concerned persons.

On March 19, 2003, the Citizen's Advisory on Transit committee approved several revisions and updates to the ZIPS Dial-A-Ride operating policies manual. At this time, adoption of the following revisions and updates to ZIPS operating policies and guidelines is requested.

1. Further defined eligibility for persons with temporary disabilities.
2. Clarification of the appeals process for applicants who have been determined ineligible.
3. Incorporated changes to fares and service hours.
4. Clarification of reservation procedures and the amount of time buses will wait for passengers.
5. Further defined ZIPS' appeals process for reinstatement of eligibility for passengers whose eligibility has been terminated due to threatening or irresponsible behavior.
6. Definition of a turndown as denial of service or not being able to meet a passenger's request.
7. Outline of driver offenses that would disqualify a driver from further ZIPS bus operation.
8. Summary of Minnesota Statute 13.89, Government Data Practices, which outlines the rights of passengers who are subjects of the government regarding dissemination of the information collected about them to the public, or other protection and/or advocacy systems.

The manual will be printed and distributed to all ZIPS Dial-A-Ride managers, drivers, dispatchers, and other associated staff. ZIPS passengers may also request a copy at any time. Copies are made available to the public, upon request, by the Department of Public Works.

The updates and revisions were made largely to coincide with changes to and updates in State and Federal regulations regarding transportation services for persons with disabilities.

REQUESTED COUNCIL ACTION

Adopt the revisions, approved by the Citizen's Advisory on Transit committee on March 19, 2003, to the "Operating Policies and Guidelines for ZIPS Dial-A-Ride" manual.

COUNCIL ACTION: Motion by: _____ Second by: _____ to:

2/7